

## ASGP PPG FORUM MINUTES 12th June 2014 7pm

Apologies 1 Attendees: 9

Previous Minutes: What do receptionists do-EF to action,

Training for Patient Participation Groups-MD attended the meeting on 3.6.14

The rest of the minutes were agreed

**New Chairman** We welcome Carole Sharma who was voted in and we wish her a happy and productive time with us. We are sure that she will enjoy the role. She has a nursing background and her special interest is drugs and alcohol. Action: EF to let the CCG know and NAPP re New Chair

**Old Chairman** We thank Dave Morrison for all his hard work over the last year and hope that he will continue to attend these meetings

**Bermondsey and Rotherhithe Group Update.** ID was unable to attend last meeting. The next meeting is the 19th July venue to be confirmed. The practice PPG links into the Bermondsey and Rotherhithe locality group which in turn links into the Commissioning Care Group. Action: MD/CS to be emailed the venue

**Flu Clinics** Saturday clinics are being held on September 27th and October 11th. These sessions are open to all over 65's and those in the at risk groups. Tea and coffee donations will be donated to one of the following charities to be chosen by the patients. Time and Talents, Bede, Surrey Docks Farm or Bosco. At the Saturday clinic patients as they book in are to be asked to mark which charity they support. ID/JM to help out on the 27th September and CS/JM will help at 11th October.

**Weight Loss Programme** The practice will be starting a weight loss group open to all patients starting on the 25th June. The group will be run by Dr Susan Plag and will take place on Wednesday evenings between 17:30 and 18:30 to be held at the practice. It will be a 12 week program based around the NHS weight loss plan involving a weekly weigh in (kept private) and discussion/education. We hope it to be a supportive environment to encourage positive change, anyone welcome to join at any time.

**CCG PPG Leads** To invite Rosemary Watts or Daniel Blagdon to attend our next PPG meeting to update and offer support Action: DG to invite

**Best times to call the surgery:** Times to avoid are between the hours of 8:30-10:30 and 15:00-16:00 for routine results, appointments, general enquiries. Cancellations can be left on our cancellation line 020 3049 7131. Action: EF to reprint the original notes for patient information

**Patient donations:** In the past 20 years we have received £800.00 in patient donations. We have decided to spend this on replacing some large toys in the patient waiting area. DM has offered to donate a child's chair. Action: DG to arrange for the practice to buy these

**Hospital referrals:** JP has expressed concerns about the procedure for getting results from hospitals, and hospitals administration in sending out patients appointments and wondered whether the practice has any control or formal powers the hospitals. The practice can get results if the test is ordered by the consultant this will not automatically come to the practice. The secretary or if not around a receptionist should be able to get this. Alternatively the patient can ask at the time to ensure the result is forwarded to their GP. You can complain to the PALS team within the hospital, unfortunately the community PALS team was dissolved in 2013. There is a wealth of information on NHS Choices to help anyone who would like to complain.

**Carol McPaul Practice Manager at Surrey Docks Health Centre** Carol arranges the Bermondsey and Rotherhithe meetings and she is looking for alternative venues. ASGP is quite small and would unlikely not meet the needs of the larger group

AOB

**JB** Would like to make a new poster for the waiting room, telling patients what the group has achieved and trying to encourage more to attend Action: to do this

**Next meeting:** Thursday 4th September 7pm at Albion Street Health Centre

